Department of the Navy

Pacific Northwest Regional Support Forum

September 16, 1999, 9:00AM   10:45PM

The third meeting of the Pacific Northwest SPS Regional User Support Forum was held from 0900-1045 on Thursday, September 16, 1999. EFA Northwest hosted this meeting. Representatives from EFA Northwest, FISC Puget Sound, Naval Hospital Bremerton, and the SPS CMO office were present. NUWC- Keyport was extended an invitation, but did not attend. A suggestion was made to invite AMS to future meetings, which Sherry Barnett will do. The following is a summary of the discussions and action items. An attendance list is on the last page of this document.

FISC Puget Sound Upgrade to 4.1b

1.) FISC Puget Sound will be upgraded to version 4.1b on November 18.

2.) The testing of the SPS-I will be conducted at FISC San Diego from 12-27 October. FISC Puget Sound will be sending representatives to the testing.

EFA Northwest

1.) EFA Northwest is currently on version 4.1a. The site experienced problems with clauses during the upgrade process that was due to a problem with the AMS installer. This problem, however, has been corrected.

2.) When the FISC is upgraded, they should insure that the measures of success include complete testing of clause selection, including printing out the documents.

3.) Petty Officer First Class Loy suggested removing the local clauses during the upgrade and restoring them after the upgrade.

EC/EDI Function in 4.1

1.) LCDR Shapro asked how much the other sites were using the EC/EDI function in 4.1, but neither site was using this capability yet.

2.) EDA was discussed and each site discussed how they were meeting the NAPS requirement.

Documentation to and from NECO

1.) FISC was using FTP to send their documents to NECO, however, vendors cannot respond to solicitations, but are sending bids back via fax or email.

2.) NAVFAC is establishing regional servers for solicitations that will link to NECO.

SPS Storage Requirements & Archiving

1.) Database size and storage requirements were discussed. FISC is currently using 40 megs of storage per week. They are adding storage and CPU capacity to their servers.

2.) EFA NW has decided not to include drawings in their database, but are currently including specifications, however, they may decide to exclude those also.

3.) FISC asked about archiving criteria, which has not been established yet. Disk space and performance will be impacted as the databases continue to grow with use of SPS.

4.) General discussions followed on storing, organizing, and archiving data, including possibly doing away with file rooms as we now know them and the future legal ramifications of such.

5.) The idea of creating an archive "area" within the PD2 database to move the data outside the "active" database was also discussed.

6.) **ACTION:** FISC and CMO follow up on status of archiving requirement and possible short-term solutions.

Electronic Front Ends

1.) FISC asked if any other sites were using electronic front ends. Aquiline is the preferred solution for the FISC and EFA NW, but the cost is prohibitive at this point.

MILSTRIP Search file

1.) The MILSTRIP Search executable file was discussed, which was hailed as a great tool.

Army s Approach to SPS

1.) The Army's approach to implementing SPS was discussed by Mr. Toni. The recent articles in Federal Computer Week were also discussed.

2.) **ACTION:** NAVFAC NW and CMO contact the Air Force to obtain the list of work arounds and the validation tool that was discussed in Federal Computer Week.

Lesson Learned -- 1449 vs. 1155 Forms

1.) FISC shared a lesson learned concerning using 1449 forms instead of 1155. It saves time and steps.

FISC WIP and Average Age of Documents Report

1.) FISC indicated that their WIP and average age of documents has improved dramatically and is almost at their historical averages.

2.) They have achieved their goal for issue group one documents.

FISC Implements SQL Scripts

1.) FISC has implemented numerous SQL scripts for reporting that has allowed them to run all the management reports they were used to getting prior to SPS implementation.

2.) SPS has made it easier to shift and share workload among their branches.

3.) EFA NW asked if the SQL scripts could be used at their site. FISC will work with EFA on this.

Additional FISC Expenditures to Support SPS

1.) FISC discussed what additional expenditures were made to support the implementation of SPS. Below is a summary of the items and approximate costs:

$25K	Sybase training
$37K	Unix training from Hewlett-Packard
$15K	COGNOS training from AMS
80-100 hours	write SQL scripts
80-100 hours	validate SQL scripts
$28K	Hardware upgrades
$20K	Unix utilities
$20K	On-site support/grooming for UNIX
$54K	Additional hardware (CPU, disk drives, tape back up, miscellaneous software for UNIX
$65K-75K	Overtime costs

2.) Note: The FISC discovered that the SQL scripts they developed may not work at other FISCs due to differences in business processes, team folder set-ups, team cabinets, etc.

Naval Hospital   Problem with External Delivery Orders

1.) The Naval Hospital is having problems trying to complete external delivery orders against two VA "P" type contracts.   FISC will visit the hospital to help.

Use of Purchase Card with SPS

1.) Using the Purchase card with SPS was discussed.

2.) Naval Hospital Charleston has developed procedures to accomplish this, which are being written up by PricewaterhouseCoopers BUMED team for further distribution to Navy/USMC sites.

Help Desk Support   Internal & External (AMS)

1.) BUMED has established an internal help desk to support their sites, but in one case, it causes a four-day delay before the problem is elevated to AMS.

2.) Discussions on the AMS help desk support followed. One issue that is of concern is the fact that all email and phone calls must flow through the central number/email account even if the sites are already working with one individual on a specific trouble ticket. This adds hours to days in delay to solve the problems and creates a great deal of frustration.

3.) Also, not knowing the last name of the AMS representative was creating some frustration as several help desk employees may have the same first name. Although the trouble ticket number is linked to the individual, the extra step of having to wait until the person answering the phone looks this up adds frustration to the process.

4.) **ACTION:** CMO follow up with AMS to discuss how sites can go directly via email or phone to the individual who is working active trouble tickets.

FOC Certifications

1.) FISC Puget Sound FOC certification was scheduled for 13 October. The Naval Hospital will also work towards this date for FOC.

The next Pacific Northwest Regional Support Forum will be held on 13 October in conjunction with the CMO visit for FOC certifications.   FISC will host that meeting.

NAVY SPS ATTENDEE ROSTER
PACIFIC NORTHWEST
Regional User Group Meeting
16 September 1999

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